

ABSTRACT

The invention provides an interaction prediction system comprising a memory in which is maintained a neural network trained on data retrieved from an interaction database of interaction data representing interactions between customers and merchants, retrieval means arranged to activate the neural network and to retrieve prediction data representing future interactions between customers and merchants, and display means arranged to display a representation of the prediction data. The invention also provides a neural network training system in which a neural network is arranged to receive input data representing the data retrieved from the interaction database and to output prediction data representing interaction data predicted by the neural network. The invention also provides computer programs and methods of interaction prediction and neural network training respectively.

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